
CHAPTER 8

60 DAY INACTIVATION

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How to Resolve 60-Day Inactivation of Users in SHIP NPR

According to ACL security requirements, if a user does not log onto the SHIP NPR website for 60 days and if the user does not have any client contact records or public and media records in which the user is coded as a counselor, presenter, or submitter for 60 days, then the NPR application will automatically inactivate the user's account. In some circumstances, however, it may be appropriate to maintain such a user's account as active.

Administrators at the agency, sub-state, and state levels will need to check the 60-day administratively inactivated list more frequently than in the past to ensure that all appropriate NPR user accounts remain active and, conversely, to manually and completely inactivate users who are no longer participating in SHIP NPR activities.

If an agency or state typically enters or uploads NPR data only once each quarter, switching to monthly or weekly data entry or uploads will prevent large numbers of users from becoming administratively inactivated at 60 days (and thus, also prevent the need to reactivate such users every 60 days).

Examples include users who are active once a year during open enrollment, certain users who submit data into batch upload data systems and never need to log on to the NPR web application, and other irregular users.

In addition, if a user is only temporarily inactive due to 60 days of inactivity (but not manually inactivated by an administrator), the system will not automatically exclude the user from the ACL Unique ID list. Administrators can use the procedure described below to ensure that such user accounts remain active.



The process below only applies to individuals with the following User Roles: Agency Administrator, Sub-State Regional Administrator, and State Administrator.

If you do not have one of these accounts, the steps below do not apply to you. If you have questions about your user account, please contact your Agency or State Administrator. You may also contact the SHIP NPR Help Desk at 1-800-253-7154, ext. 1, or at SHIPNPRHelp@TechnicalFrontiers.com

Instructions: Reactivate User Accounts in SHIP NPR

1. Log in to your SHIP NPR account at <https://shipnpr.acl.gov>
2. Click on the light blue “User” tab at the top of the screen.

Click on the link titled “60 Days Inactive Users” at the right of the screen (circled in the screenshot below).

Search Users

Use the search feature to find Users by their first name, last name or both. The results are filtered based on your role and search criteria.

[User List](#)
[Add a New User](#)
[60 Days Inactive Users](#)
[Review, Approve, Deny Users](#)
[Review, Approve, Deny, Revoke CMS SHIP Unique ID Requests](#)
[Download Approved CMS SHIP Unique IDs](#)
[NPR User Manual: Overview of SHIP NPR](#)

Search Users:

Find Users by State:

Search

3. The “60 Days Inactive Users” page displays a list of users with accounts that became inactive.
 - a. You may search for an inactive user account by entering the user’s name, e-mail address, or phone number into the “Search 60 Days Inactive Users” box and clicking “Search”.
 - b. Click “Allow” next to the user’s name (located at the left hand side of the page) to reactivate that user’s account. Once the account is reactivated, the name will no longer display on this page.

Search 60 Days Inactive Users

Use the search feature to find Users by their first name, last name or both. The results are filtered based on your role and search criteria.

[NPR User Manual: Overview of SHIP NPR 60 Days Inactive User List](#)

Search 60 Days Inactive Users:

Search

User Role	First Name	Last Name	Primary Email	Action
American Samoa Agency	Leena	Mishra	mishra.bimal12@gmail.com Inactive	Allow

- c. If you want to download a list of the users whose accounts were inactivated because they did not log into the site for 60 days, click on the “60 Days Inactive User List” link located at the upper right hand side of the page. You will arrive at another page where you will be able to download a complete list of inactive users within your agency or agencies. The downloaded file can be opened in Excel.
4. This completes the reactivation process. Congratulations – you reactivated the user accounts successfully! These once inactive users can now log in to SHIP NPR website using their user name and will then be then required to change their password.